

A Survey of Your Comfort Level with Computers



The Health Reform Initiative is under way in King County. This partnership between the county and labor is aimed at improving the health of King County employees and their dependents, as well as reducing the county's health care costs through better use of existing resources and the introduction of several new tools.

One of these new tools is an online open enrollment system that is scheduled to be fully operational in October 2006. To develop a computer system that is easy to understand and simple to use, we need to gather information on your comfort level with computers.

In preparation for computer-based resources, such as open enrollment and the wellness assessment, we also need to know if you require alternative formats to an online system and what might prevent you from using the online system.

Please complete the following confidential survey – your assistance is greatly appreciated.

1. Do you receive King County health benefits? ☐ Yes ☐ No

2. Do you have access to a computer with an Internet connection? ☐ Yes ☐ No

2a. If you answered yes, where? (Check all that apply)

☐ Home ☐ Work ☐ Public Library ☐ Community Center ☐ Internet Café

☐ Other: _____

2b. If you answered no, where is your work location? _____

3. How often do you use a computer?

☐ All day long ☐ Daily ☐ Weekly ☐ Monthly ☐ Never

4. When using a computer, how comfortable are you:	Very Comfortable	Somewhat Comfortable	Not at all Comfortable
Using a mouse			
Typing and editing			
Printing			
Opening a file			
Saving a file			
Downloading Internet files			
Sending/receiving e-mail			
Creating a document			
Getting medical/health information			

Call 206-684-1556 for alternate formats of this survey.

5. Have you ever visited the King County Web site? ☐ Yes ☐ No

6. If you answered “yes” to question No. 5, did you visit the King County Web site for any of the following reasons (check all that apply):

- ☐ Employment information ☐ Benefit information ☐ Look up a name or department
☐ Curiosity, looking around ☐ Reading “Focus on Employees” Web site ☐ Bus schedule
☐ Other: _____

7. In your opinion, how effective are e-mail and the Internet as ways to communicate with you about King County benefits and information?

- ☐ Very Effective ☐ Somewhat Effective ☐ Not Effective

8. Do you feel there are adequate protections in place on the King County Web site to protect your personal information? ☐ Yes ☐ No

9. How confident are you that transactions on the Internet are secure and private?

- ☐ Very Confident ☐ Somewhat Confident ☐ Not Confident At All

10. 2006 open enrollment will use an online system, and paper forms will no longer be available. If you require an alternative to an online system, what would work for you?

- ☐ In-person meeting with benefits team member ☐ Phone interview with benefits team member
☐ Other: _____

11. What might prevent you (and your spouse/domestic partner) from participating in the wellness assessment and completing 2006 open enrollment online?

- ☐ Language – if English might prevent you or your spouse/domestic partner from participating, what language would you prefer? _____
☐ No computer access
☐ Lack of computer skills
☐ Privacy concerns
☐ ADA accommodation
☐ Nothing
☐ Other: _____

Thank you for completing this survey.

Please return the completed survey by October 28, 2005, to:

Benefit Health Information Project

MS: EXC-ES-1110 or Fax: 206-263-3544